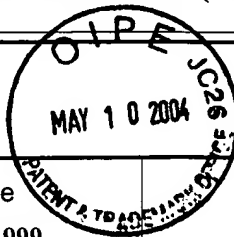


AF/2155#

TRANSMITTAL OF APPEAL BRIEF (Large Entity)

Docket No.
NRT0010US

In Re Application Of: Vivek Kapil, et al.



Serial No.
09/454,689

Filing Date
December 3, 1999

Examiner
Patrice L. Winder

Group Art Unit
2155

Invention: MESSAGING BETWEEN TERMINALS IN DIFFERENT COMMUNITIES

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TO THE COMMISSIONER FOR PATENTS:

Transmitted herewith in triplicate is the Appeal Brief in this application, with respect to the Notice of Appeal filed on

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Signature

Dated: May 7, 2004

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In re Applicant:	Vivek Kapil, et al.	§	Art Unit:	2155
		§		
Serial No.:	09/454,689	§		
		§	Examiner:	Patrice L. Winder
Filed:	December 3, 1999	§		
		§		
Title:	MESSAGING BETWEEN	§	Docket No.	NRT.0010US
	TERMINALS IN	§		(10410RRUS01U)
	DIFFERENT	§		
	COMMUNITIES	§		

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APPEAL BRIEF

Sir:

Applicant respectfully appeals from the final rejection mailed November 6, 2003.

I. REAL PARTY IN INTEREST

The real party in interest is Nortel Networks Limited, the assignee of the present application by virtue of the assignments recorded at Reel/Frame 010516/0430 and 010445/0305.

II. RELATED APPEALS AND INTERFERENCES

None.

III. STATUS OF THE CLAIMS

Claims 1-8, 19-24, 27-30, and 32-42 have been finally rejected and are the subject of this appeal.

05/11/2004 AWONDAF1 00000017 09454689

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Date of Deposit: <u>May 7, 2004</u>
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IV. STATUS OF AMENDMENTS

No amendments of the claims were submitted after final rejection.

V. SUMMARY OF THE INVENTION

According to an aspect of the invention, real-time, text-based messaging can be established between first and second terminals through servers in first and second communities, which are associated with different service providers. As recited in claim 1, a first server in the *first* community *receives* a request to establish the text-based messaging session, while a second server in the *second* community *processes* the request to establish the real-time, text-based messaging session. According to claim 19, a server in the *first* community *receives* a request from an entity in *another* community to establish a text-based messaging session. According to claim 20, a system in the *first* community *receives* a request from a subscriber in a *second* community, and the system establishes a text-based messaging session between the subscribers of the different communities.

As shown in Fig. 1 of the specification, according to an embodiment, a communications system 10 includes a plurality of communities, with a first community 14 and a second community 16 shown. The communities 14 and 16 are serviced by service providers 20 and 22, respectively, and are coupled by a network 8. A “network” may refer to one or more communications networks, links, channels, or paths. Specification p. 3, ll. 29-33.

A “community” refers to a group of terminals or users that are served by a service provider. A service provider controls access to certain networks for terminals and users in the served community. The service provider also may determine the types of services that a user or terminal has subscribed to. A service provider includes one or more server systems that terminals (desktop and mobile units) may be linked to. A subscriber, through a terminal, may be logged on to a server system to establish a link to the server system. When the subscriber is

logged on a server system of the service provider, he or she has an established link with the service provider over which communications between the server system and terminal may occur. When the subscriber is not logged on, the communications link is not active. Logging on to a server refers to providing some type of an identifier, usually in the form of a user name and password, to identify a user or terminal with the server so that a session can be started on the server. Thus, for example, logging on to a server of an Internet service provider allows a subscriber access the Internet. Specification p. 4, ll. 1-15.

In accordance with some embodiments, “real-time” inter-community text-based messaging or communications may be performed between terminals in different communities, such as communities 14 and 16 served by service providers 20 and 22, respectively. As used here, “real-time” messaging communications refer to messaging or communications in which some interaction (in the form of exchange of text or other types of viewable messages) is occurring between at least two end users who have acknowledged each other’s participation in the session. This is distinguished from traditional electronic mail messaging, in which an interactive session is not established between users. A “text-based” messaging or communications session is one in which users or terminals exchange text or other forms of visual data to communicate. Specification p. 4, l. 27-p. 5, l. 3.

To provide the ability to establish text-based chat or messaging sessions across different communities, several architectural solutions are provided. For example, in a first architecture (a distributed architecture), chat applications may be available on servers of all service providers. A chat application refers to a set of software and hardware components that enable a user to participate in a text-based chat or messaging session. Specification p. 12, ll. 1-7.

A second, alternative architecture includes chat applications residing on computers or other terminals of all users involved in the chat or messaging session. Another architecture includes chat applications residing on servers of all involved service providers combined with a third party server that mixes the inter-service provider chat or messaging sessions. Another architecture includes chat applications residing on the servers of either the origination or termination service provider (but not both). The servers referred to may be part of the contact servers described in connection with Fig. 1. Specification p. 12, ll. 8-15.

Fig. 5 of the specification shows a distributed architecture for establishing chat sessions between multiple users (users A, B, and C illustrated) that includes chat applications provided in each of servers 400, 402, and 404, respectively, of service providers associated with users A, B, and C, respectively. Specification p. 12, ll. 16-19.

Another type of architecture includes chat client applications residing on the terminals of involved users instead of on the service provider servers 400, 402, and 404. Each chat client creates an object associated with an initiated chat session, similar to chat objects created by the servers in the embodiment of Fig. 5. Each client chat object checks the incoming chat data to see whether it is addressed to it and decodes the message and presents it to the chat client user interface. Specification p. 14, ll. 30-33.

Fig. 7 of the specification shows a centralized architecture in which a third party or central server 602 cooperates with servers associated with the several service providers A, B, and C to establish a chat session between inter-community terminals. An advantage of using the centralized architecture is that complexity of inter-domain chat systems is reduced, as compared to the Fig. 5 architecture. Specification p. 15, ll. 10-14.7

Although several embodiments have been described above, other embodiments are also covered by the claims on appeal.

VI. ISSUES

- A. Are Claims 1-4, 8, 19-24, 27, 28, 30, 33, 35, 37, 39, and 41 Obvious Over The Asserted Combination of DeSimone And Auerbach, and Is Claim 32 Obvious Over The Asserted Combination of DeSimone, Auerbach, and Busey?**
- B. Are Claims 5 And 6 Obvious Over The Asserted Combination Of DeSimone, Auerbach, And Ogle?**
- C. Are Claims 7 And 29 Obvious Over The Asserted Combination Of DeSimone, Auerbach, And Ishikawa?**
- D. Are Claims 34, 36, 38, 40, And 42 Obvious Over The Asserted Combination Of DeSimone, Auerbach, And Busey?**

VII. GROUPING OF THE CLAIMS

- Group 1: 1-4, 8, 20-24, 27, 30, 32, 33, 37, 39, 41**
- Group 2: 19, 28, 35**
- Group 3: 5, 6**
- Group 4: 7, 29**
- Group 5: 34, 36, 38, 40, 42**

Within each group, the claims stand and fall together.

VIII. ARGUMENT

All claims should be allowed over the cited references for the reasons set forth below.

A. Are Claims 1-4, 8, 19-24, 27, 28, 30, 33, 35, 37, 39, and 41 Obvious Over The Asserted Combination of DeSimone And Auerbach, and Is Claim 32 Obvious Over The Asserted Combination of DeSimone, Auerbach, and Busey?

Independent claim 1 was rejected as being obvious over DeSimone and Auerbach. With respect to independent claim 1, the Examiner conceded that DeSimone does not teach a first community associated with a first server provider and a second community associated with a second, different service provider. 11/6/2003 Office Action at 2. Claim 1 recites that a server in a *first* community associated with a *first* service provider receives a request, and that the server in a *second* community associated with a *second*, different service provider processes the request to establish a real-time, text-based messaging session between first and second terminals through the first and second community servers. If DeSimone does not teach first and second communities associated with respective first and second service providers, as conceded by the Examiner, then DeSimone fails to teach the combination of the receiving and processing acts of claim 1. In fact, DeSimone teaches a *single* service provider system—DeSimone describes a chat room system in which users must log on to a chat server (regardless of whether the user joins a chat room or not) to permit text chat sessions to be established with one another. DeSimone, 1:48-2:11, 5:51-54. In DeSimone, only one service provider is contemplated. *See* DeSimone, 1:51-54 (“Any user may elect to join a chat room (become a participant), subject to prior subscription or registration procedures imposed by *the on-line service provider* or operator of the chat server(s).”) (emphasis added).

To address the deficiency of DeSimone, the Examiner cited Auerbach as disclosing the elements missing from DeSimone. Although Auerbach refers to servers of multiple service providers (106, 108, 110, in Fig. 2 of Auerbach), there is no teaching or suggestion whatsoever

in Auerbach of receiving a request indicating desired real-time, text-based messaging from a server in a first community associated with a first service provider, and processing the request by the server in the second community associated with the second, different service provider.

Figure 2 of Auerbach shows a system 100 in which a client application is able to communicate with servers of multiple service providers through a conversion platform 112. Auerbach, 4:51-58. The operation of the system 100 of Figure 2 is described at column 7, starting at line 65 through column 8, at line 38, in conjunction with Figures 2 and 3.

The user at the client 102 can communicate text messages with another endpoint that is connected to any one of the servers 106, 108, and 110. Thus, if the destination endpoint is connected to the first server 106, outgoing text messages are converted by an SP1 protocol services module 130 (Figure 3 of Auerbach) to a first format for the first service provider SP1. Auerbach 8:9-12. If the destination endpoint is connected to the second server 108, then an SP2 protocol services module 132 (Figure 3 of Auerbach) converts the text messages to the second format of the second service provider SP2. Auerbach, 8:27-34. Messages received from either the SP1 server 106 or SP2 server 108 undergo the reverse process. Auerbach, 8:19-20. Note, however, that although multiple service providers are disclosed by Auerbach, one server associated with a first service provider does not receive a request for real-time, text-based messaging, while another server associated with a second service provider processes the request to establish the text-based messaging session. In Auerbach, the client system 100 establishes instant messaging sessions with one or more of the servers associated with different service providers. In other words, the intelligence to establish such instant messaging sessions (including translation between different formats for different service providers) resides in the client system 100. As a result, the separation of tasks recited in claim 1, where a server in a first

community (associated with a first service provider) receives a request, while a server in a second community (associated with a second service provider) processes the request, is not performed in Auerbach.

Therefore, even if DeSimone and Auerbach can be properly combined, the hypothetical combination of the references fails to disclose or suggest each and every element of claim 1. A *prima facie* case of obviousness has thus not been established with respect to claim 1 for at least this reason. See MPEP § 2143 (8th ed., Rev. 1) at 2100-125.

There also is no motivation to combine the teachings of DeSimone and Auerbach, as there is no need within the DeSimone system of performing real-time, text-based messaging sessions between terminals associated with different community servers. DeSimone teaches only *one* service provider. Therefore, DeSimone would have no need for the common conversion platform 112 of Auerbach, as DeSimone does not have the incompatibility issues discussed in Auerbach. In fact, the teachings of DeSimone would lead a person of ordinary skill in the art away from the claimed invention and from the combination with Auerbach as proposed by the Examiner. DeSimone teaches that participants of its chat room must adhere to prior subscription or registration procedures imposed by *the* on-line service provider or operator. DeSimone, 1:51-54. There is no indication whatsoever in DeSimone that it would even be desirable to incorporate multiple service providers, with their respective procedures, into the chat room techniques described by DeSimone.

The teachings of the references must be considered in their respective contexts to determine whether each reference actually teaches or suggests elements of the claim. The teachings of the references cannot be ignored in an attempt to perform a piecemeal combination of isolated elements, as the Examiner has done. Applicant's arguments are focused on the actual

teachings of the references applied in the obviousness rejection. These arguments clearly rebut the piecemeal selection and arbitrary combination of elements, taken wholly out of the context of the teachings of the respective references, in the obviousness rejection asserted in the Office Action. A person of ordinary skill in the art would not pick and choose elements in isolation to combine such elements from multiple references—instead, such a person of ordinary skill would understand the teachings of each reference in their entirety.

Because there is no motivation or suggestion to combine DeSimone and Auerbach, a further requirement of a *prima facie* case of obviousness has not been established. See MPEP § 2143 at 2100-124 to 125.

With respect to independent claim 19, the hypothetical combination of DeSimone and Auerbach does not teach or suggest the recited interface unit and controller. The interface unit of claim 19 (which is in a server associated with a first community) is adapted to receive a contact request over the network from an entity associated with another community, with the entity not being logged onto the server associated with the first community. Note that the communities are associated with different service providers, as recited in claim 19. The hypothetical combination of DeSimone and Auerbach does not teach or suggest these elements.

Therefore, a *prima facie* case of obviousness has not been established with respect to claim 19 for at least this reason. Also, the obviousness rejection is defective because no motivation or suggestion exists to combine DeSimone and Auerbach, as discussed above.

Similarly, independent claim 20 recites instructions that when executed cause a system in a first community associated with a first service provider to receive a request from a subscriber in a second community associated with a second service provider, and to perform various other acts in response to the request. The processing of a request for a desired text-based messaging

session by a system in one community (associated with one service provider) of a request received from another community (associated with another service provider) is not taught or suggested by the asserted combination of DeSimone and Auerbach.

Claim 32 depends from claim 1, and is thus allowable for at least the same reasons as for claim 1. Because the rejection of claim 1 over DeSimone and Auerbach is defective, it is respectfully submitted that the rejection of dependent claim 32 over DeSimone, Auerbach, and Busey is also defective.

For the foregoing reasons, it is respectfully requested that the final rejection of claims 1-4, 8, 20-24, 27, 30, 32, 33, 37, 39, and 41 be reversed.

~~B. Are Claims 5 And 6 Obvious Over The Asserted Combination Of DeSimone, Auerbach, And Ogle?~~

Claim 5 depends indirectly from claim 1, and thus is allowable for at least the same reasons as for claim 1.

Claim 5 was rejected over the asserted combination of DeSimone, Auerbach, and Ogle. In view of the improper application of the asserted combination of DeSimone and Auerbach against base claim 1, it is respectfully submitted that the asserted combination of DeSimone, Auerbach, and Ogle also does not render claim 5 obvious. Moreover, there is no motivation or suggestion to combine DeSimone, Auerbach, and Ogle to achieve the claimed invention.

Claim 5 recites "sending a message to a predetermined communications device other than the second terminal if the second terminal does not have an established connection with the second community's server." The teachings of DeSimone are inconsistent with the teachings of Ogle (the teachings of DeSimone are also inconsistent with the teachings of claim 5). In DeSimone, the system for enabling chat sessions between users of a chat room require that the

names of participants be visible to each other. DeSimone, 5:22-34, 51-54. In chat rooms, users announce their availability to receive messages. DeSimone, 2:8-9. When a user logs onto a server, a notice may be sent to others (such as those on a buddy list). DeSimone, 2:5-8.

Thus, the chat system of DeSimone requires that users be logged on to a server so that users can be visible to each other through chat software. This is inconsistent with the subject matter of claim 5. The teaching in DeSimone that requires users be logged on to a server so that users can be visible to each other is also inconsistent with the teachings of Ogle regarding alternative actions taken by an instant messaging system (IMS) in response to detecting that a user is not logged on to the IMS. Ogle proposes that users may register one or more alternative message delivery mechanisms (such as pagers, cell phones, etc.) through which they are available as an alternative to an instant messaging system. In contrast, DeSimone teaches a solution (which requires that users be logged on) that is at odds with the system described in DeSimone. "A reference may be said to teach away when a person of ordinary skill, upon reading the reference, would be discouraged from following the path set out in the reference, or would be led in a direction divergent from the path that was taken by the Applicant." *In re Gurley*, 27 F.3d 551, 553, 31 U.S.P.Q. 2d 1130 (Fed. Cir. 1994). Here, a person of ordinary skill in the art looking to the teachings of DeSimone would have been discouraged from employing the system of Ogle, since DeSimone requires that users be logged on so that they be visible to each other for initiating chat sessions.

In view of the foregoing, it is respectfully submitted that claim 5 is not obvious over the asserted combination of DeSimone, Auerbach, and Ogle. Therefore, it is respectfully submitted that the final rejection of claims 5 and 6 be reversed.

C. Are Claims 7 And 29 Obvious Over The Asserted Combination Of DeSimone, Auerbach, And Ishikawa?

Claim 7, which indirectly depend from claim 1, is allowable for at least the same reasons as for claim 1. Claim 7 was rejected as being obvious over the asserted combination of DeSimone, Auerbach, and Ishikawa.

Claim 7 recites the following additional subject matter: "performing a reverse log on to the second terminal if the second terminal does not have an established link with the second community server." Again, as previously discussed, DeSimone teaches that users must be logged on to enable the users to be visible to each other for establishing chat sessions. This teaching is at odds with the subject matter of claim 7, as well as with the teachings of Ishikawa.

Ishikawa teaches a solution for contacting a user in case a user does not have an IP connection. Ishikawa, Abstract. If an IP connection is not even established, as discussed in Ishikawa, then a user of a client that does not have the IP connection would not be visible to other users in the DeSimone chat system. Thus, the teachings of Ishikawa and DeSimone are inconsistent, and as a result, there is no motivation or suggestion to combine DeSimone, Auerbach, and Ishikawa. Therefore, claim 7 is not obvious over the asserted combination of references.

Claim 29 depends from claim 19, and thus is allowable for at least the same reasons as for claim 19. Furthermore, claim 29 recites that the controller is adapted to further send messaging to perform a reverse log-on procedure with the destination terminal. Claim 29 is allowable over the asserted combination of DeSimone, Auerbach, and Ishikawa for reasons similar to those as claim 7.

In view of the foregoing, it is respectfully requested that the final rejection of claims 7 and 29 be reversed.

D. Are Claims 34, 36, 38, 40, And 42 Obvious Over The Asserted Combination Of DeSimone, Auerbach, And Busey?

Claim 34, which depends from claim 1, is allowable for at least the same reasons as claim 1. Furthermore, claim 34 recites providing a response, from the second community server, to the first terminal to present a web page in a web browser on a first terminal, and receiving a text message of the real-time, text-based messaging session originated from the web browser on the first terminal. The Examiner pointed to column 1, lines 55-67, of DeSimone as teaching providing a response, from a second community server, to the first terminal to present a window in a graphical user interface. As already conceded by the Examiner, DeSimone does not teach multiple servers associated with multiple service providers. The response to present a web page as recited in claim 34 is provided by a second community server associated with a second service provider. Thus, DeSimone clearly does not disclose providing a response from a second community server associated with a second service provider to a first terminal to present any form of graphical user interface, much less a web page. Although Busey teaches use of a web browser to establish chat sessions, Busey is also a one-service provider system (multiple chat clients establish TCP/IP connections to a host computer). Busey, 3:24-29. Thus, Busey also fails to teach or suggest providing a response from a second community server associated with a second service provider to a first terminal (coupled to a server of the first service provider) to present a web page on the first terminal.

Therefore, claim 34 is not obvious over the asserted combination of DeSimone, Auerbach, and Busey.

Claim 36 is similarly allowable. Claim 36 depends from claim 19, and is thus allowable for at least the same reasons as for claim 19. Moreover, claim 36 recites that a controller

(associated with a first community that is associated with one service provider) is able to communicate a web page for display on an entity associated with another community associated with a different service provider. As discussed above, neither DeSimone nor Busey teaches or suggests this subject matter.

Claim 38, which also depends from claim 19, is allowable for similar reasons.

Also, claim 40, which depends indirectly from claim 20, is allowable for at least the same reasons as claim 20. Moreover, claim 40 recites that instructions when executed cause a system (in a first community associated with a first service provider) to provide a web page for display at a subscriber terminal in a second community associated with a second service provider. Such a feature is not disclosed by either DeSimone or Busey, contrary to the assertion made by the Examiner. Therefore, claim 40 is allowable over the asserted combination of DeSimone, Auerbach, and Busey.

Claim 42, which depends from claim 20, is similarly allowable.

In view of the foregoing, it is respectfully requested that the final rejection of claims 34, 36, 38, 40, and 42 be reversed.

IX. CONCLUSION

Applicant respectfully requests that each of the final rejections be reversed and that the claims subject to this appeal be allowed to issue.

Respectfully submitted,

Date: _____

May 7, 2004



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CLAIMS ON APPEAL

1 1. A method of communicating in a network having a plurality of
2 communities each including a server, the method comprising:
3 receiving, from the server in a first community associated with a first
4 service provider, a request indicating desired real-time, text-based messaging from a first
5 terminal coupled to the first community server to a second terminal coupled to the server
6 in a second community associated with a second, different service provider; and
7 processing the request, by the server in the second community, to establish
8 a real-time, text-based messaging session between the first and second terminals through
9 the first and second community servers.

1 2. The method of claim 1, further comprising determining if the second
2 terminal has an established link with the second community server.

1 3. The method of claim 2, further comprising sending a notification to the
2 second terminal of the desired messaging session if the second terminal has an
3 established link with the second community server.

1 4. The method of claim 3, further comprising receiving an indication from
2 the second terminal of whether the desired messaging session has been accepted.

1 5. The method of claim 2, further comprising sending a message to a
2 predetermined communications device other than the second terminal if the second
3 terminal does not have an established connection with the second community server.

1 6. The method of claim 5, wherein sending the messages includes sending to
2 a communications device including at least one of a telephone, a pager, and an electronic
3 mail receiver.

1 7. The method of claim 2, further comprising performing a reverse log on to
2 the second terminal if the second terminal does not have an established link with the
3 second community server.

1 8. The method of claim 1, further comprising establishing a chat session
2 between the first and second terminals.

1 19. A server for use in a communications system having a plurality of
2 communities coupled by a network, each community associated with a different service
3 provider, the server being associated with a first one of the communities and comprising:
4 an interface unit adapted to receive a contact request over the network
5 from an entity associated with another community, the entity not logged on to the server,
6 the contact request indicating a request to establish a text-based messaging session with a
7 destination terminal linked to the server; and
8 a controller adapted to send a notification to the destination terminal of the
9 contact request and to receive an indication from the destination terminal of acceptance
10 of the contact request.

1 20. An article including one or more machine-readable storage media
2 containing instructions for establishing a text-based messaging session between
3 subscribers in a plurality of communities, each community associated with a different
4 service provider, the instructions when executed causing a system in a first community
5 associated with a first service provider to:
6 receive a request from a subscriber in a second community associated with
7 a second service provider, the request indicating a desired text-based messaging session
8 with a subscriber in the first community;
9 notify the subscriber in the first community of the request;
10 determine if the subscriber in the first community has accepted the
11 request; and

12 establish the text-based messaging session between the subscribers if the
13 subscriber in the first community accepted.

1 21. The article of claim 20, wherein the one or more storage media contain
2 instructions that when executed cause the system to further send signaling to establish the
3 text-based messaging session.

1 22. The article of claim 20, wherein the text-based messaging session includes
2 a chat session.

1 23. The article of claim 20, wherein the one or more storage media contain
2 instructions that when executed cause the system to create a controller object adapted to
3 control the text-based messaging session.

1 24. The article of claim 20, wherein the one or more storage media contain
2 instructions that when executed cause the system to:
3 receive a request from a subscriber in a third community associated with a
4 third service provider for a text-based messaging session; and
5 establish the text-based messaging session among the subscribers in the
6 first, second, and third communities.

1 27. The method of claim 1, wherein receiving the request comprises receiving
2 a request indicating a desired interactive, text-based chat session.

1 28. The server of claim 19, wherein the text-based messaging session
2 comprises an interactive, text-based chat session.

1 29. The server of claim 19, wherein the controller is adapted to further send
2 messaging to perform a reverse log-on procedure with the destination terminal.

1 30. The article of claim 20, wherein the instructions when executed cause the
2 system to establish the text-based messaging session by establishing an interactive, text-
3 based chat session.

1 32. The method of claim 1, further comprising providing a web page for
2 display at the first terminal, wherein receiving the request comprises receiving a message
3 generated in response to a selection made in the web page.

1 33. The method of claim 1, further comprising:
2 providing a session object in the second community server,
3 wherein receiving the request comprises receiving a request at the session
4 object in the second community server from another session object in the first community
5 server; and
6 the session object in the second community server exchanging messaging
7 with the first community server to establish the real-time, text-based messaging session.

1 34. The method of claim 1, further comprising:
2 providing a response, from the second community server, to the first
3 terminal to present a web page in a web browser on the first terminal; and
4 receiving a text message of the real-time, text-based messaging session
5 originated from the web browser on the first terminal.

1 35. The server of claim 19, wherein the interface unit is adapted to receive the
2 contact request from a second server in the other community.

1 36. The server of claim 19, wherein the controller is adapted to communicate
2 a web page for display on the entity,
3 the contact request comprising a message generated in response to user
4 selection made in the web page at the entity.

1 37. The server of claim 19, wherein the controller comprises a session object,
2 the session object adapted to exchange messaging with another session
3 object in a second server in the other community to establish the text-based messaging
4 session.

1 38. The server of claim 19, wherein the controller is adapted to communicate
2 a response to the contact request to present a web page in a web browser at the entity,
3 the interface unit adapted to further receive text messaging from the web
4 browser at the entity during the text-based message session.

1 39. The article of claim 20, wherein the instructions when executed cause the
2 system to receive the request at a first server in the system from a second server in the
3 second community.

1 40. The article of claim 39, wherein the instructions when executed cause the
2 system to provide a web page for display at a subscriber terminal in the second
3 community,
4 wherein the request received at the first server comprises messaging
5 generated in response to selection made in the web page displayed at the subscriber
6 terminal in the second community.

1 41. The article of claim 39, wherein the instructions when executed cause the
2 system to:
3 provide a session object in the system; and
4 cause the session object to exchange messaging with the second server to
5 establish the text-based messaging session.

1 42. The article of claim 20, wherein the instructions when executed cause the
2 system to:
3 communicate, in response to the request, a web page for display in a web
4 browser at a subscriber terminal in the second community; and

5 receive messaging from the web browser during the text-based messaging
6 session.